TO: **Economic Support Supervisors**
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers

FROM: Amy Mendel-Clemens
Communications Section
Bureau of Health Care Eligibility
Division of Health Care Financing

BHCE/BWP OPERATIONS MEMO					
No: 04-59					
DATE: 11/10/2004					
FS	☒	**MA**	☒	**SC**	☐
CTS	☐	**CC**	☒	**W-2**	☒
FSET	☐	**EA**	☐	**CF**	☐
JAL	☐	**JC**	☐	**RAP**	☐
WIA	☐	**WtW**	☐		
Other EP	☐★				
PRIORITY: HIGH					

SUBJECT: **New Check Stub Letter and Automated Case Directory Reports**

CROSS REFERENCE: Operations Memo 04-22, 04-49, 03-57
FSH Chapters 1.2.1.2, 1.2.4.2, 6.1.3

EFFECTIVE DATE: November 20, 2004

PURPOSE

This memo introduces the:
1. Check Stub letter that may be generated by Economic Support (ES) workers when requesting verification of wages, in lieu of the EVF-E. The new Check Stub letter reminds customers of the types of documentation acceptable to verify wages, including check stubs.
2. Automated Case Directory (ACD) reports created to track Employer Verification forms (EVF), EVF-E (Employment) and EVF-H (Health Insurance).

BACKGROUND

In May 2004, the Department of Health and Family Services (DHFS), jointly with the Department of Workforce Development (DWD) implemented a new process by which employed customers' wages are verified for the purpose of determining eligibility. The Employer Verification of Earnings (EVF-E) form is generated by CARES automatically when employment is auto-updated through the data exchange (DX) process or manually when requested by the ES worker.

The EVF-E is also generated when BadgerCare eligibility requires verification of earnings as outlined in Operations Memo 04-22.

The new Check Stub letter was created at the request of local agencies and can be offered by the worker to customers who are required to verify wages, as a condition of eligibility, in lieu of using the EVF-E.   Many customers have stated that they would prefer to verify wages using check stubs instead of contacting their employer to complete the EVF-E.

Although the EVF-E form may provide the most accurate documentation of expected income from new employment, check stubs received from the most recent 30 days may be the most accurate verification of wages from ongoing employment. Providing check stubs, in some instances, may also be easier for the customer than obtaining a completed EVF-E from an employer.

NEW CHECK STUB LETTER PROCEDURE

Enhancements have been made to CARES screen AGEV so workers can generate and mail the new check stub letter when the customer indicates they intend to provide verification other than the EVF-E as proof of their wages. The contents of the new letter, AVLP, can be viewed on CNHS/CNHD once the letter is mailed out to the customer. There is no local print capability.

```
AGEV   EMPL/INSUR VERIFICATION CHECKLIST/EXTENSION REQUEST  04/01/04 11:14
 CASE: 0000000000                              WORKER: XCTG04    XCTG04 P KIERN
                                         CASE STATUS: PENDING CASE MODE: INTAKE


                                 ①                              VERIF       ②
 SL  SSN           EMPLOYER NAME FORM  ASSISTANCE           VERIF    EXTENDED GEN
 NUM NAME          EMPL BEGIN DT SENT? GROUPS               DUE DATE DUE DATE EVF

 01 125-47-7801    POY SIPPI FEED  B    BC,MA               05 02 04 __ __ __  B
    IMA BCOVERVIEW 04-01-2004



    -------------------------------INDIVIDUALS-------------------------------
  01 IMA   B (PP )    02 HUSBA B (HUS)    03 DAUGH B (DAU)    04 DAUGH B (DAU)

 PF13-AGVC
 NEXT TRAN: ____     PARMS: 0000000000_____
```

① **FORM SENT?** One of the following codes will appear in this field prior to or after the appropriate verification request has been mailed:
N = CARES has not yet generated an EVF or Check Stub letter as a result of pending
      verification on AFEI/AFWG/AFAC.
E = EVF-E sent.
H = EVF-H sent.
B = Both the EVF-E and EVF-H forms sent.
M = Both the Check Stub letter and the EVF-H and cover letter sent.
C = Check Stub letter sent.

② GEN EVF

CARES is programmed to default to the appropriate code to generate and mail the correct verification request:

E = generate and mail the EVF-E with cover letter.
H = generate and mail the EVF-H with cover letter.
B = generate and mail both the EVF-E and EVF-H with appropriate cover letter.

Two new codes have been added and can be entered by the worker when the check stub letter will be used to request wage verification:

M = generate and mail the Check Stub letter and EVF-H with cover letter.
C = generate and mail the Check Stub letter.

Should the worker need to make a change and re-run SFEX/SFED, a new letter will not be generated unless the worker enters the appropriate code in this field and hits enter. To prevent multiple forms from being generated and mailed, the worker need only enter the code if a **new** letter is needed. The worker should suppress the generation of additional letters on CNIN.

Lydia is processing a BadgerCare application for Louie Presta and his family. Lydia enters employment for Louie on AFEI with <?> in the verification field because Louie does not have all of his check stubs with him. After Lydia runs SFEX on the case, AGEV appears showing <B> in the GEN EVF field because of the need to verify wages and access to health insurance for Louie. But since Louie said he would be submitting his check stub to verify his wages, Lydia types an <M> over the <B> in the GEN EVF field. The new Check Stub letter and the EVF-H, with cover letter, will be generated and mailed to Louie reminding him to submit his check stubs as verification of his wages and to have his employer verify his access to health insurance by completing the EVF-H.

REFERENCE TABLE CHANGES

CARES reference table, TELI, has been updated to include the new field value used to generate the new Check Stub letter.

```
RTDT               REFERENCE TABLE DISPLAY SCREEN            10/12/04 10:12
                                                          XCTA61 R SINGALANTH


TABLE ID: TELI             TABLE DESC: EMPLOYMENT LETTER INDICATORS
AGENCY  : 99               EFFECTIVE DATE: 10 12 04
KEY     :                        NEXT KEY: _____


EMPLOYMENT
LETTER IND   DESCRIPTION

    B        WAGE/INS VER FORM SENT BY MAIL
    E        WAGE VER FORM SENT BY MAIL
    H        HI VER FORM SENT BY MAIL
    M        CHKSTB LTR/HI VER FORM BY MAIL
    C        CHECKSTUB VER LETTER BY MAIL


NEXT TRAN: _____     PARMS: _____
```

CHECK STUB LETTER VERIFICATION DUE/OVERDUE ALERTS

OVERDUE VERIFICATION ON CMEV

The CMEV screen was created to help workers track overdue employment verification and to close assistance groups that were required to submit verification in order to establish or maintain eligibility. Overdue verification alerts for the Check Stub letter will appear in the same manner as overdue verification notification for EVF forms.   Refer to Operations Memo 04-49 for more information.

OTHER ALERTS

Alerts 076 and 235 will continue to be sent when the verification due date approaches. Refer to Operations Memo 04-49.

ATTACHMENT

A copy of the Check Stub letter is attached.

NEW ACD REPORTS

As outlined in Operations Memo 03-57, the online Automated Case Directory (ACD) was developed to make it easier for workers to find the case information they need to do their jobs. At the request of local agencies, new reports have been added to track the issuance of EVF forms.

The new reports give information on the EVF-E and EVF-H forms that have been generated to customers, returned, scanned and stored in the Electronic Case File (ECF). The following reports have been categorized as ACD EVF:

ACD Report #18 – Sent Out Employment Verification Forms
ACD Report #19 – Suppressed Employment Verification Forms
ACD Report #20 – Sent Out and Suppressed Employment Verification Forms Summary
ACD Report #21 – Returned Employment Verification Forms
ACD Report #22 – Returned Employment Verification Forms Summary

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BHCE/JE